

PERFORMANCE WORK STATEMENT (PWS)
Aviation English Training
FAA Academy Airports and International Training Division, AMA-800

SECTION 1 GENERAL

- 1.1 Ordering Office: Federal Aviation Administration (FAA), Academy International Training Division, AMA-800
- 1.2 Period of Performance: April 15, 2010 – July 30, 2010
- 1.3 FAA Program Point of Contact/Course Manager: Theresa White, AMA-800, 405-954-7102
- 1.4 Scope of Work: The performance of this contract requires instructional services for the following FAA Courses and planning/facilitation of related language/cultural enrichment activities. Classes will be conducted at the FAA Academy in Oklahoma City, Oklahoma.

15004 English for Air Traffic – This is a 24-day course that includes approximately 144 hours of formal classroom instruction plus approximately 48 hours of informal language/cultural enrichment activities outside the classroom, as determined by the FAA Course Manager. The maximum number of participants per class will be fifteen (15). The delivery must be adjusted to meet the language development needs of the participants. The instruction and activities will lead participants to achieve the training outcomes listed in Section 6. One (1) contract instructor is required for classes of ten (10) or fewer participants and two (2) instructors are required for eleven (11) to fifteen (15).

Language/Culture enrichment activities: These activities supplement Course 15004 only. Approximately four (4) activities shall be planned, as specified by the Course Manager. Planning and facilitation of these activities includes scheduling, making reservations (if required), purchasing tickets (if required), and providing transportation to meet the objectives described in Section 6. Activities can be formal scheduled events or informal gatherings and shall be coordinated with the Course Manager.

15005 Instructor Development: Aviation English – This is a 9-day course delivered to a maximum of 15 participants per class. The course includes approximately 72 hours of classroom instruction and will accomplish the training outcomes listed in Section 6. One (1) contract instructor is required for delivery of this course.

The participants attending Course 15004 may be domestic or international pilots or air traffic controllers or other international aviation personnel. Participants attending Course 15005 may be domestic or international aviation personnel or teachers of English as a second or foreign language.

The FAA Academy anticipates delivery of two (2) classes of Course 15004 and one (1) class of Course 15005 delivered at the FAA Academy. All or none of these classes may be delivered. Proposed class dates are:

- 15004 April 20 – May 21, 2010
- 15004 May 24 – June 25, 2010

- 15005 July 13-23, 2010

1.5 The contractor shall administer, manage, and perform the efforts described in this PWS. Any deviation from the planned instruction or related activities scheduled in the contract shall be coordinated and approved in writing by the FAA Course Manager or COTR prior to the scheduled course. Except as otherwise stated in this PWS, the contract shall be performed using facilities, equipment, and materials provided or arranged for by the government.

1.6 Background: ICAO established new Language Proficiency Requirements (LPRs) for air traffic controllers and flight crews performing international operations. The LPRs were developed to improve safety by improving speaking and understanding in air traffic radiotelephony communications. The Language Proficiency Rating Scale outlined in ICAO Document 9835 describes six levels of proficiency, with Level 4 being the minimum for operational licensing.

The FAA Aviation English Course 15004 is designed to lead participants to achieve operational level 4. The Instructor Development Course 15005 prepares participants to teach Aviation English in accordance with the ICAO Doc. 9835 guidelines and assess language proficiency levels to ICAO standards.

1.7 Quality Assurance: The FAA Academy reserves the right to monitor all classroom and laboratory sessions to assure that all training outcomes and contract specifications are met.

SECTION 2 DEFINITION OF TERMS

AITD: Airports and International Training Division

Contracting Officer (CO): The person authorized to act on behalf of the Government to negotiate and award contracts and modifications thereto, and to administer contracts through completion or termination. Except for certain limited authority delegated by the Contracting Officer to a technical representative, the Contracting Officer is the only individual with the authority to direct the work of the Contractor.

Contracting Officer's Technical Representative (COTR): The authorized Government representative(s) acting within the limits of their delegated authority for management of specific projects or functional activities.

Course Manager: FAA Point of Contact for management of the AITD Aviation Language Training Program courses.

Course Materials: Instruction manuals and necessary supplies to conduct the activities outlined in the manual.

ESL: English as a Second Language

FAA: Federal Aviation Administration, a component agency of the U.S. Department of Transportation

ICAO: International Civil Aviation Organization

Instructional Manuals: The student/instructor course book, which contains instructions and content for all classroom activities and exercises, including teaching aids and related learning materials.

Language/Cultural Enrichment Activities: Planned activities outside the classroom that encourage general English interactions among the participants and native English speakers in an informal setting, and that can be used as resources for classroom presentations and discussion.

Language Profile: Individual learner strengths, weaknesses and learning needs identified from analysis of language proficiency testing samples and instructor observations used to develop individualized learning plans and curriculum targets.

LPRs: Language Proficiency Requirements as outlined in ICAO Doc. 9835.

MMAC: FAA Mike Monroney Aeronautical Center located in Oklahoma City, Oklahoma

Participant: student; language learner

Quality Assurance: Actions taken by the FAA to ensure compliance with the provisions of the Performance Work Statement.

Quality Control: Actions taken by the contractor to ensure compliance with the provisions of the Performance Work Statement.

TESL: Teaching English as a Second Language

Training Outcomes: The total combination of language skills and knowledge that Learners must acquire to successfully undertake targeted training assignments.

SECTION 3 GOVERNMENT FURNISHED PROPERTY

- 3.1 The FAA will provide or arrange for an appropriately configured classroom facility, classroom equipment, and supplies necessary for course delivery to include:
 - 3.1.1 Access to general office equipment, software, utilities, telephone and related services.
 - 3.1.2 Classroom supplies (i.e. paper, pencils, pens, marking pens, flip charts, special activity supplies, white board or chalk board), audio and video recordings, aviation language enrichment materials such as aviation industry charts, maps, books, magazines, posters, binders for course materials, and other items considered reasonable necessary.
 - 3.1.3 Audio playback and recording equipment, as needed, for classroom use, handheld portable audio cassette recorder/players for each participant, handheld two-way radios designated in course materials for special activities, and other typical classroom equipment deemed necessary to meet training requirements designated by this course.
 - 3.1.4 Classroom will be configured to allow adequate workspace for participants.
- 3.2 Course materials: The FAA shall arrange to have the course materials, including instructor and participant manuals and tests, reproduced and available at the training location.
- 3.3 Suitably equipped space for the purpose of conducting language tests and evaluations will be made available.
- 3.4 Certificates of completion for each participant to be presented at a completion ceremony.

SECTION 4 CONTRACT FURNISHED PERSONNEL AND PROPERTY

- 4.1 The contractor shall furnish all administrative, managerial, supervisory and instructor personnel necessary to perform the contract.
- 4.2 Instructor Qualifications:
- 4.2.1 Contract employees serving as instructor under this contract shall have the following qualifications:
- Native English speaker
 - Bachelor's degree in teaching English as a second Language (TESL) or with a TESL emphasis, or a TESL certificate plus 3 years experience teaching English as a second/foreign language
 - Thorough understanding of ICAO Doc. 9835
 - Knowledge and/or experience with air traffic radiotelephony communication
 - Experience rating English language proficiency (to ICAO LPR standards preferred)
 - Completion of FAA Academy Course 15005: Instructor Development, Aviation English
 - (Preferred) For Course 15004, experience teaching Course 15004, and for Course 15005, experience teaching Course 15005
- 4.3 All personnel are subject to FAA Security and Suitability Determinations at any time under this contract. When notified of this requirement, the contractor shall ensure that each contract employee completes the required security forms.
- 4.4 The Contracting Officer may, in writing, require the contractor to relieve from classroom instruction duties any instructor whose performance under the contract is considered to be unsatisfactory or who is otherwise objectionable to the FAA as an instructor.

SECTION 5 RIGHT OF REJECTION AND TERMINATION

- 5.1 The Contracting Officer may, in writing, require the contractor to relieve from classroom instruction duties any instructor whose performance under the contract is considered to be unsatisfactory or who is otherwise objectionable to the FAA as an instructor.
- 5.2 The FAA reserves the right to cancel any of the classes included in this PWS without obligation to compensate the Contractor for the cancelled class. Notification of cancellation shall be provided to the Contractor at a minimum of two (2) weeks prior to the proposed class start date.

SECTION 6 PERFORMANCE REQUIREMENTS

- 6.1 Instructional Services: The Contractor shall provide administration, management, and instruction of FAA Course 15004, English for Air Traffic; Course 15005, Instructor Development; and the Language/Cultural Enrichment activities, as required. The courses shall be delivered using FAA course materials, with minor customization to serve the needs of the participants, approved supplemental materials, and shall meet the FAA training objectives described herein.

- 6.1.1 FAA Course 15004: Instruction shall be provided by one (1) or two (2) Instructors as determined by the number of enrollments. The classroom training is delivered over a 24-day period during normal business hours, Monday through Friday, except federally established holidays. Each course includes approximately 144 hours of structured classroom learning plus activities outside the classroom aimed at meeting the FAA objectives for each course. Course objectives are described in Section 6.5.
- 6.1.2 The FAA course materials will be used as the principle training materials with supplemental materials provided by the Course Manager that can be used at the Instructor's discretion. Optional supplemental materials provided by the Instructor(s) may be used following coordination and approval by the Course Manager. Instructors are expected to adapt the instructional activities to the language proficiency level of the participants, addressing the particular language needs of the group and each individual participant.
- 6.1.3 In addition to instructional activities, the Instructor shall administer and evaluate pre-and post-language proficiency tests using the ICAO language proficiency rating scale. The results shall be recorded on forms provided by the FAA. The test may be provided by FAA or it can be completed using an oral proficiency interview, conducted and rated by the Instructor. The pre-test shall be administered within the first three (3) days of the class, and the post-test shall be administered during the last week of the class. The Instructor shall use the results of the pre-test to establish a language profile for each participant identifying language targets for training purposes. The Instructor shall use the post-test to evaluate language growth, document improvements, and make recommendations for continued study for each individual participant. The Instructor shall conduct periodic evaluations to track participant progress during the course.
- 6.1.4 One Instructor is required to participate in planned language/cultural enrichment activities during or after class hours. The purpose of these activities is to enhance language acquisition for the participants in an informal setting and provide additional material for classroom activities or discussion.
- 6.1.5 All participant test results, language profiles, documentation and reports listed in Section 7 shall be developed and reviewed by the Instructor who will submit them to the Course Manager within the time periods noted.
- 6.1.6 FAA Course 15005: Instruction shall be provided by one (1) Instructor with the support of FAA Academy instructional staff. The classroom training will be provided over a nine (9) day period during normal business hours, Monday through Friday, except federally established holidays. Instruction will be based on FAA course materials with minor customization provided by the instructor and coordinated with the Course Manager to meet the specific needs of the group. Instruction shall prepare participants to use current English as a Second Language (ESL) methodologies, adapt aviation English training materials to learner needs, and apply placement, progress, and proficiency testing to ICAO Standards.

6.2 Planning and coordination of language/cultural enrichment activities for Courses 15003 and 15004:

In collaboration with the Course Manager, the contractor shall plan and facilitate language enrichment activities during Course 15004. The purpose of these activities is to allow for practical application of English language skills, provide learning experiences that will encourage the use of general English, and provide additional resources for classroom activities such as discussions and/or presentations. These enrichment activities shall be scheduled outside normal classroom hours when possible, with exceptions allowed upon approval by the Course Manager. The Contractor shall plan and arrange for a minimum of one enrichment activity for each week of class for all the participants plus one Instructor.

6.2.1 All activities shall take place in the Oklahoma City metropolitan area, and all expenses related to the performance of these activities, including the cost of transportation and tickets for events, shall be the responsibility of the contractor. A proposed calendar of events shall be prepared for the Course Manager and COTR prior to the start of the class. The final itinerary shall be coordinated and approved by the Course Manager at least one week in advance of each activity. An activities calendar shall be prepared for participants by the Contractor noting location, duration, and time and place of pick up/return.

6.2.2 The contractor shall arrange for round trip transportation of the participants from Mike Monroney Aeronautical Center or from the participants' lodging facility for each activity. All vehicles and drivers shall be appropriately insured, subject to verification by the FAA.

6.2.3 Examples of appropriate activities include museum visits, social gatherings with domestic or international students from universities or other business/community groups, tours, community/cultural events or others events that provide opportunities to practice language skills.

6.2.4 This requirement is optional and shall be determined at the discretion of the Course Manager. Notification of this requirement will be made to the Contractor no later than two (2) weeks prior to that start of Course 15004.

6.3 FAA Course Objectives: Instruction shall be structured to meet the following course objectives:

6.3.1 FAA Course 15004: Participants develop language skills targeting ICAO Operational Proficiency Level 4 in accordance with ICAO Doc. 9835. Training includes structured learning, enrichment activities (at the discretion of the Course Manager), and language assessments. Instruction includes a combination of general English and aviation terminology, specifically addressing:

- Technical aviation language, ICAO English phraseology for Air Traffic Services, and general English including basic vocabulary, grammar and communication skills
- The six language elements identified in the ICAO LPRs: pronunciation, structure, vocabulary, fluency, comprehension and interactions

At the conclusion of the course, participants should be able to:

- Understand and use vocabulary common to the air traffic and the aviation industry
- Listen to and accurately understand a range of work-related topics and aviation specific communications
- Speak with pronunciation and fluency sufficient to communicate effectively, especially in radiotelephony

6.3.2 FAA Course 15005: Participants prepare to teach and test aviation English according to ICAO standards as documented in Doc. 9835. Instruction prepares participants to use current English as a Second Language (ESL) methodology, adapt training materials to learner needs, and apply placement, progress, and proficiency testing/rating according to ICAO Standards. Topics include:

- ESL acquisition and methodologies for teaching structure, pronunciation, listening and speaking, and error correction
- ICAO Language Proficiency Requirements
- Familiarization with basic air traffic procedures
- Lesson planning, preparation and delivery
- Testing/Evaluation Procedures

At the conclusion of the course, participants should be able to:

- Deliver aviation English lessons using current ESL methodology
- Diagnose learner needs and adapt materials as necessary
- Apply placement, progress, and proficiency testing to ICAO Standards
- Rate speech samples to ICAO Standards

Customization: Course 15005 is customized and adapted to meet the requirements of participants who have either an aviation background or an ESL background.

6.4 FAA Academy Evaluation: Provide time for and facilitate the administration of the FAA Academy end-of-course evaluation by each participant. The evaluations will normally be conducted via computer. When computers are not available, forms shall be distributed and collected following completion and forwarded to the AITD manager.

6.5 Course Material Assessment: The Contractor shall monitor each class for the purpose of recommending further analysis and revision of the course materials. At the completion

of each course delivery, the contractor shall provide a comprehensive list of recommendations for course improvement that will enhance or improve the outcomes of the training.

- 6.6 Travel: Travel required in providing the services described in this PWS will be reimbursed in accordance with the Federal Travel Regulations as prescribed and issued by the General Services Administration (Order DOT 1500.6A) plus reasonable and allocable handling costs.

SECTION 7 DELIVERABLES

- 7.1 Instruction of Courses: Delivery of FAA Aviation English Course 15004 and 15005 using FAA course materials, ICAO documents, and supplemental materials at the FAA Academy during the scheduled performance period and specified number of hours to meet the course objectives. Course delivery includes formal classroom instruction, administration and analysis of tests and evaluations, and participation in required language/cultural enrichment activities.
- 7.2 Planning and coordination of language/cultural enrichment activities: Planning, coordination, facilitation and funding of language/cultural enrichment activities as described in Section 6.2 for each delivery of Courses 15004.
- 7.3 Pre- and Post-Tests: Administration and analysis of pre-tests for language proficiency to each participant in Course 15004 and establishment of an instructional language profile for each participant based on the results. Coordination of test results and subsequent instructional language profiles with the FAA Course Manager no later than two days following the test completion.

Administration and analysis of post-tests provided to each participant in Course 5004 and comparison of the results with the pre-test results to determine gain in English proficiency and level of success in meeting of learning goals during the course. Coordination of results with the FAA Course Manager no later than two days following the test completion.

- 7.4 Customization: Adaptation of training materials to meet the needs of the participants for language learning purposes (15004) and for instructor developmental learning purposes (15005).
- 7.5 Reports:
- 7.5.1 Record of Participants: Participants' names as they wish them to appear on the FAA Academy course completion certificates forwarded to the Course Manager or COTR by the end of the first full week of each class.
- 7.5.2 Record of Attendance: Attendance record forwarded to the Course Manager or COTR at the conclusion of each course.

- 7.5.3 Course Completion Verification: A list of those participants who successfully completed the course forwarded to the Course Manager or COTR at the conclusion of each course.
- 7.5.4 Training Report: Formal documentation of training presented and the results achieved submitted electronically to the Course Manager and COTR within two weeks following the completion of each course. At a minimum, documentation will include:
- a) Pre- and post-test comparisons with averages of progress achieved (15004 only)
 - b) Summary of individual language development (15004 only)
 - c) Summary of participant feedback
 - d) Synopsis of the classroom and language/cultural enrichment activities
 - e) List of suggestions for revisions and improvements to course materials and instructional strategies
- 7.6 FAA Academy Evaluation: Administration of the FAA Academy end-of-course evaluation to each participant either via computer or on paper and forwarded to the AITD manager.

SECTION 8 ACCEPTANCE

The contract performance will be considered acceptable by the Government when the courses are successfully delivered to meet objectives and reports are submitted in accordance with the scheduled delivery as described in this performance work statement.

Acceptable invoices must be submitted identifying contract number, dates of service, and deliverables as designated in the Contract, IAW with the designated Contract line items. The Contractor may invoice at completion of each course. The Instructional services shall be acceptable when they include the following:

- 8.1 Delivery of training, customized as appropriate, for the Courses described herein.
- 8.2 Adaptation of FAA training materials as necessary to target specific language needs of each participant in Course 15004, in order to accomplish the following:
 - Participant progress toward improvement in language skills identified by ICAO for technical aviation language and English phraseology for Air Traffic Services, including basic vocabulary, grammar and communication skills
 - Participant progress toward improvement in the six elements identified in the ICAO LPRs: pronunciation, structure, vocabulary, fluency, comprehension and interactions

- 8.3 Customization of training materials as necessary to address the needs and backgrounds of participants in Course 15005 for the purpose of preparing them to deliver aviation English lessons and assess English proficiency to ICAO standards.
- 8.3 Administration of authorized pre-tests, progress evaluations, and post-tests.
- 8.4 Coordination with FAA Course Manager for all reporting documents.
- 8.5 Language/cultural enrichment activities are planned, funded, and coordinated with the FAA and conducted IAW PWS requirements.
- 8.6 Travel is accomplished to facilitate delivery of the courses (as required and authorized with the FAA CO), and transportation and subsistence expenses are submitted IAW FAA Travel Policy.